

NOV 2000

ALABAMA RELAY SERVICE

November, 2000

COMPLAINTS

Description of Complaints

TTY November 15, 2000

The customer complained the CA had not relayed the call verbatim.

Escalation: Received and handled by the National Relay Center, New Castle.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: November 15, 2000

TTY November 22, 2000

The customer complained the CA had not relayed the call verbatim.

Escalation: Received and handled by the National Relay Center, New Castle.

Resolution: Apologized for the inconvenience, and advised the customer if this happens again to ask for a supervisor.

Contact Closed: November 22, 2000

DELAWARE RELAY SERVICE
November, 2000

COMPLAINTS
Description of Complaints

NOTHING TO REPORT.

GEORGIA RELAY SERVICE

November, 2000

COMPLAINTS

Description of Complaints

TTY November 13, 2000

The customer complained that the CA did not respond; she redialed and experienced a long hold time.

Escalation: Received and handled by the National Relay Center, New Castle.

Resolution: Apologized for the inconvenience and thanked her for making us aware of the situation.

Contact Closed: November 13, 2000

TTY November 20, 2000

The customer complained he/she was unable to read the CA's typing.

Escalation: Received and handled by the National Relay Center, New Castle.

Resolution: Apologized and downgraded to baudot, the customer was then able to read the typing.

Contact Closed: November 20, 2000

MAINE RELAY SERVICE
November, 2000

COMPLAINTS
Description of Complaints

NOTHING TO REPORT.

MISSISSIPPI RELAY SERVICE

November, 2000

COMPLAINTS

Description of Complaints

TTY November 17, 2000

The customer complained she had difficulty reaching the relay service.

Escalation: Received and handled by the Pennsylvania Relay Center.

Resolution: Apologized for the inconvenience and reported to management. Documented for reporting purposes.

Contact Closed: November 17, 2000

TTY November 21, 2000

The customer complained he/she had to wait a long time to reach a CA.

Escalation: Received and handled by the National Relay Center, Rhode Island.

Resolution: Apologized to the customer for the inconvenience.

Contact Closed: November 22, 2000

NEW JERSEY RELAY SERVICE

November, 2000

COMPLAINTS

Description of Complaints

TTY November 4, 2000

The customer complained she has to wait for assistance when calling Spanish Relay.

Escalation: Received by the National Relay Center, Rhode Island, and handled by a Resource Manager.

Resolution: Apologized for the inconvenience, and explained high call volume.

Contact Closed: November 6, 2000

TTY November 13, 2000

The customer complained that the CA had hung up on him/her and did not want to be billed for the call.

Escalation: Received and handled by the National Relay Center, New Castle.

Resolution: Apologized for the inconvenience and advised the customer to contact residential billing to request credit for the call.

Contact Closed: November 13, 2000

TTY November 30, 2000

The customer complained about having more than one CA handle her call.

Escalation: Received and handled by the National Relay Center, New Castle

Resolution: Apologized for the inconvenience, and explained back end automation.

Contact Closed: November 30, 2000

NON-AT&T STATE RELAY SERVICE

November, 2000

COMPLAINTS

Description of Complaints

TTY November 10, 2000

The customer complained the CA had poor typing skills.

Escalation: Received and handled by the National Relay Center, New Castle.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: November 10, 2000

V November 18, 2000

The customer complained the CA did not follow instructions.

Escalation: Received and handled by the National Relay Center, New Castle.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: November 18, 2000

TTY November 20, 2000

The customer complained the CA had not relayed the call verbatim.

Escalation: Received via the Relay Customer Service line, and handled by the National Customer Care Center.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: November 20, 2000

PENNSYLVANIA RELAY SERVICE

November, 2000

COMPLAINTS

Description of Complaints

TTY November 3, 2000

The customer complained about the number of relief CA's he had during his call.

Escalation: Received and handled by the Washington, D.C. Relay Center.

Resolution: Documented the customers concerns, and forwarded the complaint to management.

Contact Closed: November 3, 2000

TTY November 19, 2000

The customer complained the CA had not relayed the call verbatim.

Escalation: Received and handled by the National Relay Center, Rhode Island.

Resolution: Apologized for the inconvenience, and explained correct relay procedures.

Contact Closed: November 19, 2000

PUERTO RICO RELAY SERVICE
November, 2000

COMPLAINTS
Description of Complaints

NOTHING TO REPORT.

RHODE ISLAND RELAY SERVICE
November, 2000

COMPLAINTS
Description of Complaints

NOTHING TO REPORT.

TENNESSEE RELAY SERVICE
November, 2000

COMPLAINTS
Description of Complaints

NOTHING TO REPORT.

VERMONT RELAY SERVICE
November, 2000

COMPLAINTS
Description of Complaints

NOTHING TO REPORT.

VIRGIN ISLANDS RELAY SERVICE
November, 2000

COMPLAINTS
Description of Complaints

NOTHING TO REPORT.

VIRGINIA RELAY SERVICE
November, 2000

COMPLAINTS
Description of Complaints

NOTHING TO REPORT.

WASHINGTON, D.C. RELAY SERVICE
November, 2000

COMPLAINTS
Description of Complaints

NOTHING TO REPORT.

WEST VIRGINIA RELAY SERVICE
November, 2000

COMPLAINTS
Description of Complaints

NOTHING TO REPORT.

DEC 2000

ALABAMA RELAY SERVICE

December, 2000

COMPLAINTS

Description of Complaints

TTY December 31, 2000

The customer complained he/she had to wait a long time to reach a CA.

Escalation: Received via the Relay Customer Service line, and handled by the National Customer Care Center.

Resolution: Apologized for the inconvenience, and thanked the customer for calling.

Contact Closed: January 1, 2001

DELAWARE RELAY SERVICE
December, 2000

COMPLAINTS

Description of Complaints

NOTHING TO REPORT.

GEORGIA RELAY SERVICE

December, 2000

COMPLAINTS

Description of Complaints

V December 30, 2000

The customer complained the CA had not relayed the call verbatim.

Escalation: Received and handled by the National Relay Center, Rhode Island.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: December 30, 2000

MAINE RELAY SERVICE

December, 2000

COMPLAINTS

Description of Complaints

TTY **December 23, 2000**

The customer complained the CAs were slow to respond.

Escalation: Received and handled by the National Relay Center, New Castle.

Resolution: Apologized and transferred the customer to a CA to complete a call.

Contact Closed: December 23, 2000

MISSISSIPPI RELAY SERVICE

December, 2000

COMPLAINTS

Description of Complaints

TTY December 6, 2000

The customer complained that the CA did not relay their call verbatim, and hung up on him/her.

Escalation: Received and handled by the National Relay Center, New Castle.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: December 6, 2000

TTY December 13, 2000

The customer complained the CA had not relayed the call verbatim.

Escalation: Received by the National Relay Center, New Castle, and handled by the National Customer Care Center.

Resolution: Documented for reporting purposes.

Contact Closed: December 19, 2000

TTY December 26, 2000

The customer complained the CA had not relayed the call verbatim.

Escalation: Received and handled by the National Relay Center, Rhode Island.

Resolution: Apologized and explained that the voice may speak quickly and the CA types the sounds he/she hears.

Contact Closed: December 26, 2000

TTY December 30, 2000

The customer complained the CA had not relayed the call verbatim.

Escalation: Received and handled by National Relay Center, New Castle

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: December 30, 2000

NEW JERSEY RELAY SERVICE

December, 2000

COMPLAINTS

Description of Complaints

TTY **December 8, 2000**

The customer complained about the change over of CA's.

Escalation: Received and handled by the National Relay Center, New Castle.

Resolution: Apologized for the inconvenience, and assured the customer their complaint had been documented.

Contact Closed: December 8, 2000

NON-AT&T STATE RELAY SERVICE

December, 2000

COMPLAINTS

Description of Complaints

TTY December 1, 2000

The customer complained the CA had poor typing skills.

Escalation: Received and handled by the National Relay Center, New Castle.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: December 1, 2000

TTY December 19, 2000

The customer complained the CA was slow to respond.

Escalation: Received and handled by the National Relay Center, New Castle.

Resolution: Apologized for the inconvenience, and assured the customer the complaint would be documented.

Contact Closed: December 19, 2000

TTY December 21, 2000

The customer complained the CA had not relayed the call verbatim.

Escalation: Received and handled by the National Relay Center, New Castle.

Resolution: Apologized for the inconvenience, and forwarded the complaint to management.

Contact Closed: December 21, 2000

PENNSYLVANIA RELAY SERVICE

December, 2000

COMPLAINTS

Description of Complaints

TTY **December 29, 2000**

The caller complained she was unable to reach her carrier of choice through relay.

Escalation: Received via the Relay Customer Service line, and handled by the National Customer Care Center.

Resolution: Advised customer we have investigated the matter from our end and found no difficulties, and referred her to her carrier of choice.

Contact Closed: January 4, 2000

PUERTO RICO RELAY SERVICE
December, 2000

COMPLAINTS
Description of Complaints

NOTHING TO REPORT.

RHODE ISLAND RELAY SERVICE

December, 2000

COMPLAINTS

Description of Complaints

TTY December 4, 2000

The customer complained that the CAs type too slow and that she receives garbling.

Escalation: Received and handled by the National Relay Center, Rhode Island.

Resolution: Referred the caller to Relay Customer Service for garbling problems and explained typing requirement for CA's.

Contact Closed: December 4, 2000

TTY December 30, 2000

The customer complained he/she had to wait a long time to reach a CA.

Escalation: Received and handled by National Relay Center, New Castle

Resolution: Apologized and placed the customer's call.

Contact Closed: December 30, 2000

TENNESSEE RELAY SERVICE

December, 2000

COMPLAINTS

Description of Complaints

TTY **December 25, 2000**

The caller was upset that when calling relay, and entering the number he wanted to call, he did not receive any response.

Escalation: Received and handled by National Relay Center, New Castle

Resolution: Assured the customer the information would be documented.

Contact Closed: January 6, 2001

VERMONT RELAY SERVICE
December, 2000

COMPLAINTS
Description of Complaints

NOTHING TO REPORT.

VIRGIN ISLANDS RELAY SERVICE
December, 2000

COMPLAINTS
Description of Complaints

NOTHING TO REPORT.

VIRGINIA RELAY SERVICE
December, 2000

COMPLAINTS
Description of Complaints

NOTHING TO REPORT.

WASHINGTON, D.C. RELAY SERVICE
December, 2000

COMPLAINTS
Description of Complaints

NOTHING TO REPORT.

WEST VIRGINIA RELAY SERVICE
December, 2000

COMPLAINTS
Description of Complaints

NOTHING TO REPORT.